

HB-5072

A recorded conversation between a Claims Representative from Geico and a customer

"Thank you for calling Geico. Your call may be monitored and/or recorded. If you are calling in regards to a claim, an accident or for emergency road side service, press 1. If you would like a quote for new policy, press 2. To set up or update and automatic payment, press 3. To make or schedule a payment, press 4. To check recent payment, current amount due or due date press 5. To request an insurance card, press 6. To speak to a professional insurance agent, press 7. To repeat this menu, press 0.

. If you are calling in regards to a claim, an accident or for emergency road side service, press 1. If you would like a quote for new policy press...Please have your claim or policy number ready. For emergency road side service press 1. For mechanical break down department not involving an accident, press 2. For Glass claim with no additional damage, press 3.

Thank you for calling the Geico Glass Service Unit. This call maybe monitored and/or recorded for quality purposes. Press 1 if you are a customer, press 2 if you are a glass shop. To expedite the processing of your claim, you may login to GEICO.com to file your claim and schedule an appointment. If you would like to reimbursement address to send in a bill, press 1. If you are calling about a glass claim that has already been reported, press 2. If you are reporting a glass only claim for the first time, press 3. To repeat this menu, (customer press 3)

Claims Reprehensive: Thank you for calling Geico Glass Claims, this is Leslie LeMalle, how can I help you?

Customer: Oh hi I have a windshield with a crack

Leslie: Oh I am so sorry to hear that, I would be more than happy to get this taken care of for you. Now if ever more convenient for you, you can always go on line at GEICO.com and schedule any glass loss or any appointments on line as well. Would you rather do that or finish up with me.

Customer: Oh no, just do it with you that's fine

Claims Representative: No problem, when did this happen

Customer: Yesterday

Claims Representative: Oh wow, I'm sorry and may I have your policy number please

Customer: It is 425581129

Claims Representative: Thank you so much. And is there any other damage to the vehicle besides the glass?

Customer: No I just noticed like a line on it.

Claims Representative: Oh wow. Now just for verification purposes may I have your first and last name.

Customer: Carol Robles

Claims Representative: Thank you so much and your date of birth

Customer: 4-20-81

Claims Representative: Thank you so much and the zip code of the home address

Customer: 06615

Claims Representative: Thank you. I have your home phone number of 203-336-6839

Customer: Right

Claims Representative: and this is on your 2006 Jeep Grand Cherokee

Customer: Um Hum

Claims Representative: and were you driving the vehicle when you noticed it

Customer: Um

Claim Representative: or was it parked?

Customer: No it was parked

Claims Representative: Ok and you said there's a crack in the windshield is that right?

Customer: Right

Claims Representative: Do you know what might have caused it

Customer: Um I don't know, not too sure

Claims Representative: No problem and what state where you noticed that?

Customer: Here, Connecticut

Customer Representative: Alright. Now the crack in your windshield is it larger or smaller than the length of a dollar bill

Customer: Um it's, not too sure, it can go ½ way across the windshield, so I am not too sure

Claims Representative: So it's ½ way across the windshield?

Customer: Um Hum

Claims Representative: It's definitely larger than a dollar bill then

Claims Representative: Alrighty, bear with me one moment, while wait for your coverage to come up.

Customer: Alright

Claims Representative: Alright, Thank you so much

Claim Representative: Now looking at your coverage's, um, I do show you carry the comprehensive coverage which is what the glass is under. Umm, you actually have glass waiver on your policy, so that is going to waive your \$1,000.00 deductible; we can get this replaced at no cost to you.

Customer: Um hum

Claim Representative: We do have an excellent glass company called Safelite Auto Glass where we are affiliated with. You are not obligated at all to use them but they will come right out to your home or even your business at no cost to you(pause) and I can definitely go into their schedule and see when their next available is for you

Customer: Okay

Claims Representative: Now for the replacement it usually takes anywhere 90 minutes to 2 hours to complete and looking at their schedule, um actually on your windshield do you know if your windshield wipers automatically increase in speed as the rain comes down harder?

Customer: I'm not too sure. I don't know, I don't think so

Claims Representative: And on your windshield um, okay. It has that tint

Customer: Um Hum

Claims Representative: Your windshield is tinted, okay no problem. Now showings their next available, they're actually all booked up for their mobile appointments until next Tuesday, they have an 8 or I'm sorry, they have a 12-5 next Tuesday.

Customer: Oh, okay that's fine

Claims Representative: Ok, do you want them to come to your home or your business?

Customer: My home address is fine

Claims Representative: Alright

Customer: Wait um who who is going to come replace it, I don't understand what you are saying

Claims Representative: Um Safelite Auto Glass

Customer: Ummmm

Claims Representative: You are not obligated at all to use them but I can get them to come out to replace your windshield for you unless you have someone else in mind

Customer: No actually I, I, yeah would prefer to use someone else

Customer Representative: Ok, no problem at all. Do you know who you would like to use?

Customer: Yes

Claims Representative: Ok and what is their name and phone number?

Customer: Auto Glass of New England

Claims Representative: Alright and what is their telephone number?

Customer: 203-375-4700

Claims Representative: Okay, thank you so much. If you don't mind holding for just a brief moment I am going to give, um all, put into the work order for you

Holding, music, Geico Advertising.....

Customer Representative: Thank you so much for holding, um I have Auto Glass of New England, ummm, set to do the work for you and I went ahead and sent them down the work order so they have all your information

Customer: A hum

Claims Representative: Ummm, so all you is just sign the paperwork saying it was completed and then they will bill us for the services

Customer: Okay

Customer Representative: Now you may receive a survey down the line asking to rate my service on one side and the service of the shop on the other. Is there anything else I can do for you to help with my service?

Customer: No that's it

Customer Representative: Alrighty and do you have any other questions about your glass?

Customer: No am I scheduled or

Claims Representative: Well I can't get this scheduled for you but the only one we do have access to is Safelite. But I did go ahead and send down the work order so all you need to do is just call them to set your appointment.

Customer: Okay

Claims Representative: Alrighty Carol. Thank you so much for calling me.

Customer: Thank you

Claims Representative: You have a great day

Customer: You too

Claims Representative: Bye Bye

Customer: Bye



Safelite Funds Allstate Windshield Repair Marketing Materials

August 23, 2012

by Casey Neeley, cneele@glass.com

Allstate agents are now carrying around a new set of business cards. The cards are given to customers by the agents and offer information on recommended steps needed to repair a chipped or cracked windshield. According to these informative cards, they are part of a marketing program "powered by Safelite Solutions."

The card claims it is for "Allstate's Glass Claim Express®." Safelite, the third-party glass administrator for Allstate, currently accepts the calls received from this business card. The bottom of the card also features the Safelite and Allstate logos.

"Safelite approached us about creating marketing material for our agents to distribute and the first run of such materials was funded entirely by Safelite and provided to our agents," says Justin Herndon, lead communications consultant for Allstate.

Herndon claims all future printing of the materials will be funded independently by the individual agents.

Allstate moved its auto glass claims administration to Safelite Solutions in January of 2012. Many in the industry were vocal about concerns over the union of Allstate and Safelite.

"Customers still may select the auto glass service provider of their choice," says Herndon. "However, when the customer does not have a preference, Safelite Solutions can assist by providing the customer with a glass shop recommendation that provides quality installation service along with excellent customer service. It is Allstate's policy to honor customer choice of a glass service provider."

Safelite declined to comment on the new cards.

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